

Customer Service Report for EMIB



For the period: Tuesday, July 01, 2008 12:00:00 AM to Thursday, July 31, 2008 11:59:59 PM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	EMIB	Web	Other	DCS	EMIB	Other	DCS	EMIB	Other	To Close
Accounts											
Access/Login	1	0	0	0	0	0	0	0	1	0	6
Deactivate/Close	1	0	0	0	0	0	0	0	1	0	6
Edit Account	6	0	0	0	0	0	0	0	6	0	4
General Info	4	0	0	0	0	0	0	0	4	0	10
Register/Open	3	0	0	574	0	0	0	0	577	0	0
Application Support											
COTS-Other/Install	0	1	0	0	0	0	0	1	0	0	10
OS/NOS/FDCC	1	0	0	0	0	0	0	0	1	0	4
OS/NOS/Troubleshoot	1	0	0	0	0	0	0	0	1	0	16
ASR											
Other	0	0	0	1	0	0	0	0	1	0	0
SQL	0	1	0	0	0	0	0	0	0	1	0
Back Office Support											
Active Directory	6	0	0	2	0	0	0	0	8	0	14
Add Entry	1	0	0	0	0	0	0	0	1	0	7
Backup/Restore	3	0	0	0	0	0	0	0	3	0	33
Configuration	3	0	0	0	0	0	0	0	3	0	3
Create DL	1	0	0	0	0	0	0	0	1	0	17
Create Server Service	1	2	0	0	0	2	0	0	1	0	11
Delete Server Service	1	0	0	0	0	0	0	0	1	0	7
IM Hosting	0	0	0	1	0	0	0	0	1	0	17
Maintenance	0	2	0	0	0	2	0	0	0	0	0
Permissions/Shares	18	0	0	0	0	0	0	0	18	0	7
Reset Limits	5	0	0	1	0	0	0	0	6	0	27
Troubleshoot	5	0	0	0	0	2	0	0	3	0	10

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CC Technical Operations											
Blackberry-Troubleshoot	0	0	0	1	0	0	0	0	1	0	30
CIT Categories											
KB/Support Page	2	0	0	0	0	0	0	0	2	0	8
LISTSERV	2	0	0	1	0	0	0	0	3	0	25
CIT Categories Remedy											
Accts Deactivate	0	0	0	1	0	0	0	0	1	0	30
Connectivity											
Proxy Server	1	0	0	0	0	0	0	0	1	0	5
TCP/IP	4	0	0	0	0	0	0	0	4	0	18
Email											
Browser Mail	1	0	0	0	0	0	0	0	1	0	46
Exchange Email	8	0	0	1	0	0	0	0	9	0	8
General Info	2	0	0	3	0	0	0	0	5	0	15
MS Outlook	10	0	0	2	0	1	0	0	11	0	17
General Information											
Inquiry	2	0	0	0	0	0	0	0	2	0	14
Hardware											
Desktop/Request	0	0	0	1	0	0	0	0	1	0	58
Desktop/Troubleshoot	2	0	0	0	0	1	0	0	1	0	10
Servers/Config/Setup	1	35	0	0	0	23	0	0	13	0	0
Servers/Install/Build	0	45	0	0	0	39	0	0	6	0	0
Servers/Maint	0	1	0	0	0	0	0	0	1	0	0
Servers/Replacement	0	2	0	0	0	0	0	0	2	0	0
Servers/Troubleshoot	1	0	0	0	0	0	0	0	1	0	6
iSDP/Software Distribution											

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	DCS	EMIB	Web	Other	DCS	EMIB	Other	DCS	EMIB	Other	To Close
iSDP Information Request	0	1	0	0	0	0	0	1	0	0	37
Local LAN											
LocalLAN/Connectivity	1	0	0	0	0	0	0	0	1	0	19
LocalLAN/General Info	0	0	0	1	0	0	0	0	1	0	172
NIH Services											
Other	1	0	0	1	0	0	0	0	2	0	2
NIHnet											
Inquiry	1	0	0	0	0	0	0	0	1	0	10
Maintenance-Other	1	0	0	0	0	0	0	0	1	0	11
Network NMS-Device Config Backup	0	0	0	1	0	0	0	0	1	0	19
Server Support-DNS	4	1	0	1	0	0	1	0	5	0	7
Server Support-Listserv	1	0	0	0	0	0	0	0	1	0	11
Service Prov-IP Address Admin	5	0	0	0	0	0	0	0	5	0	15
Service Prov-Other	1	0	0	0	0	1	0	0	0	0	0
Service Prov-Port Change	1	0	0	0	0	0	0	0	1	0	10
Service Prov-Port Move	0	1	0	0	0	0	1	0	0	0	0
Web Site Issue (non-CIT)											
Development	1	0	0	0	0	0	0	0	1	0	10
Grand Total:	114	92	0	593	0	71	2	2	723	1	2

Total Tickets Closed:	726
Total Tickets Assigned/Pending/Checked Out:	73
Total Tickets Created:	799